



ARUN DISTRICT COUNCIL

JOB DESCRIPTION

HEAD OF RESIDENTIAL SERVICES GROUP



The Head of Residential Services Group will be part of the Council's Senior Management Team (SMT) The post will play a part in the delivery of Arun's 2020 Vision, its values and objectives. The grade reflects the level at which this Group Head is required to work.

JOB PURPOSE

- 1 To work under the leadership of the Chief Executive and Corporate Management Team to develop and deliver the Council's vision, values and objectives as they relate to the Residential Services Group.
- 2 To develop and motivate staff within the Residential Services Group, helping to build an open and supportive culture which shows staff are valued as an asset, with particular reference to:
 - Individual and supportive performance appraisal and personal development
 - Performance against the Corporate Plan and Service Delivery Plans
 - Ensuring high quality service delivery and take appropriate action where necessary.
- 3 To assist on, and on occasion, lead such corporate issues as the Chief Executive, Director and/or Council may from time to time determine.
- 4 To ensure that all work of the service area meets equal opportunities requirements within the statutory framework and which reflect the Council's vision and core values.

MAIN DUTIES

- 1 Through the Residential Services Group, to make the required contribution to the development and implementation of the Council's corporate priorities through preparation of an annual Service Delivery Plan, consistent with the delivery of the Arun Priorities under the direction of the Chief Executive and/or Director.



- 2 To be accountable for the current and future effective utilisation of the Council's assets and resources, including setting and managing the budgets for the Residential Services Group.
- 3 To advise the Council and Corporate Management Team on service-related policies falling within the responsibility of the post-holder, providing Member advice and support as appropriate.
- 4 To manage changing priorities and deadlines.
- 5 To identify and meet customer demand working with the Chief Executive to transform service delivery.
- 6 To attend and provide support to Members, as required, at appropriate Council, Cabinet, Committee and Working Group Meetings.
- 7 To manage performance, with the assistance of other managers across the Residential Services Group, moving swiftly to solve problems.
- 8 To develop close links with other service groups on matters of common interest and to work collaboratively to improve service delivery through a cross-cutting approach.
- 9 To initiate and develop links and partnerships with other local authorities, central government, local businesses, and public and voluntary sector organisations relevant to the Residential Services Group to enable effective benchmarking of our performance compared with others.
- 10 To attend (and possibly present at) out of hours meetings, as required and directed by the Chief Executive.

DUTIES SPECIFIC TO ROLE

The portfolio of services will, initially, include the following:-

- Strategy & enabling
- Housing Revenue Account
- Registered providers & social landlords
- Homelessness
- Revenues
- Benefits

This job description aims to cover the main areas of work relating to this post but is not exhaustive and the post holder may be required to carry out other appropriate duties appropriate to the role of a Head of Group. He/she will be expected to work on his / her own initiative in establishing good relationships with Councillors and Officers, under the general overview of the Chief Executive.

October 2016